

# Fact Sheet

NC Medicaid

## Non-Emergency Medical Transportation (NEMT) Case Scenarios

### County Playbook: NC Medicaid Managed Care

#### Non-Emergency Medical Transportation (NEMT) Case Scenarios

The following non-emergency medical transportation (NEMT) case scenarios are designed to demonstrate how NEMT works under NC Medicaid Managed Care.

- **Standard Plan and Tailored Plan members** receive NEMT services from their health plan.
- **NC Medicaid Direct and EBCI Tribal Option members** receive NEMT services from their [local Department of Social Services](#) (DSS).

NEMT CASE SCENARIO	ACTION
1. Standard Plan or Tailored Plan member requires transportation assistance to a medical appointment.	The member contacts their health plan for transportation scheduling.
2. A couple enrolled in Medicaid, one enrolled with a Standard Plan and one enrolled in NC Medicaid Direct/EBCI Tribal Option, require transportation assistance to a medical appointment on the same day at different locations. They both need to be at each other's appointments.	<p>Spouse 1 contacts both the county DSS and the health plan for transportation scheduling and identifies all accompanying individuals. Spouse 1 needs to communicate the transportation requirements for both when they call to schedule the trip.</p> <p>The county DSS transportation provider provides transportation for both spouses. The county DSS provides transportation for the couple to the NC Medicaid Direct/EBCI Tribal Option to the first beneficiary's appointment and again for the second beneficiary.</p>
3. Two children enrolled in Medicaid, one enrolled with a Standard Plan and one enrolled in NC Medicaid Direct/EBCI Tribal Option, require transportation assistance to a medical appointment on the same day at the same location. The same parent needs to accompany both children.	<p>The parent contacts the county DSS for transportation scheduling and identifies all accompanying individuals. The parent also contacts the child's health plan for awareness of the trip and all accompanying individuals. The county DSS and child's health plan will coordinate. The parent needs to communicate the transportation requirements for both children when they call to schedule the trip.</p> <p>The county DSS transportation provider provides transportation for the parent and both children. The county DSS provides transportation for the children to the NC Medicaid Direct/EBCI Tribal Option to the first beneficiary's appointment and again for the second beneficiary.</p>
4. A Standard Plan or Tailored Plan member, currently in a nursing facility, requires transportation assistance to medical appointment.	The nursing facility is responsible for transportation of its patients.

NEMT CASE SCENARIO	ACTION
<p>5. Two Standard Plan members, parent in Healthy Blue and dependent child in WellCare, require transportation assistance to a medical appointment on the same day, at different locations, and have <b>different</b> transportation brokers.</p>	<p>The parent contacts both Healthy Blue and WellCare for transportation scheduling and identifies all accompanying individuals. The parent needs to communicate the transportation requirements for both parent and child when they call to schedule the trip. This will allow the transportation brokers to attempt to coordinate the trips to meet the family's needs.</p>
<p>6. Two Standard Plan members, child 1 in Carolina Complete Health and child 2 in AmeriHealth Caritas, require transportation assistance to a medical appointment on the same day, same location, and have the <b>same</b> transportation broker.</p>	<p>The parent contacts Carolina Complete Health for transportation scheduling. At the time of reservation, the parent informs Carolina Complete Health of the second medical appointment for a child with AmeriHealth Caritas (same transportation broker). The parent needs to communicate the transportation requirements for both children when they call to schedule the trip.</p> <p>The transportation broker links the trips and assigns the same transportation provider. The transportation provider transports both children to their appointments.</p>
<p>7. Two Standard Plan members, child 1 in WellCare and child 2 in UnitedHealthcare Community Plan, require transportation assistance to a medical appointment on the same day, same location, and <b>different</b> transportation brokers.</p>	<p>The parent contacts WellCare for transportation scheduling. At the time of reservation, the parent informs WellCare of child 2's medical appointment with UnitedHealthcare Community Plan (different transportation broker).</p> <p>If the transportation provider is contracted with both transportation brokers, the transportation provider transports both children and parent to their appointments.</p> <p>If the transportation provider is not contracted with both transportation brokers, the parent will also need to contact UnitedHealthcare for transportation scheduling. At the time of reservation, the parent informs UnitedHealthcare of child 1's medical appointment with WellCare (different transportation broker) so coordination between the two can occur.</p>
<p>8. Two Tailored Plan Members, child 1 in Alliance and child 2 in Sandhills, require transportation assistance to a medical appointment on the same day, same location, and <b>same</b> transportation brokers.</p>	<p>The parent contacts Alliance for transportation scheduling. At the time of reservation, the parent informs Alliance of the second medical appointment for a child with Sandhills (same transportation broker). The parent needs to communicate the transportation requirements for both children when they call to schedule the trip.</p> <p>The transportation broker links the trips and assigns the same transportation provider. The transportation provider transports both children to their appointments.</p>

NEMT CASE SCENARIO	ACTION
<p>9. Two Tailored Plan Members, child 1 in Eastpointe and child 2 in Trillium. Both require transportation assistance to a medical appointment on the same day, same location, and <b>different</b> transportation brokers.</p>	<p>The parent contacts Eastpointe for transportation scheduling. At the time of reservation, the parent informs Eastpointe of the child 2's medical appointment with Trillium (different transportation broker).</p> <p>If the transportation provider is contracted with both transportation brokers, the transportation provider transports both children to their appointments.</p> <p>If the transportation provider is not contracted with both transportation brokers, the parent will also need to contact Trillium for transportation scheduling. At the time of reservation, the parent informs Trillium of child 1's medical appointment with Eastpointe (different transportation broker) so coordination between the two can occur.</p>
<p>10. 1 Tailored Plan member and 1 Standard Plan member. Spouse 1 with Sandhills, spouse 2 with Healthy Blue. Both require transportation assistance to a medical appointment on the same day, same location, and same transportation brokers.</p>	<p>Spouse 1 contacts Sandhills for transportation scheduling. At the time of reservation, the spouse informs Sandhills of the second medical appointment for their spouse with Healthy Blue (same transportation broker). Transportation requirements for the couple need to be communicated when they call to schedule the trip.</p> <p>The transportation broker links the trips and assigns the same transportation provider. The transportation provider transports the couple to their appointments.</p>
<p>11. 1 Tailored Plan member and 1 Standard Plan member. Spouse 1 in WellCare and spouse 2 in Partners. Both require transportation assistance to a medical appointment on the same day, same location, and <b>different</b> transportation brokers.</p>	<p>The married couple contacts WellCare for transportation scheduling. At the time of reservation, spouse 1 informs WellCare of the second medical appointment for their spouse with Partners (different transportation broker).</p> <p>If the transportation provider is contracted with both transportation brokers, the transportation provider transports the couple to their appointments.</p> <p>If the transportation provider is not contracted with both transportation brokers, the couple will also need to contact Partners for transportation scheduling. At the time of reservation, the couple informs Partners of the other spouse's medical appointment with WellCare (different transportation broker) so coordination between the two can occur.</p>

Fact Sheets will be updated periodically with new information. Created March 29, 2023  
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